

THE EXTRA POINT

BY JERRY ROBERTS



312 Preparing for What Artificial Intelligence Brings

Artificial intelligence was once the thing of science fiction, but no more. It is poised to dominate almost everything as we know it. I'm Jerry Roberts and today let's talk about where this craziness may be headed. That's next, on The Extra Point.

Artificial intelligence, or AI for short. Before we talk about some the current uses and where it may be headed, let's define it. Webster says "It's the capability of a machine to imitate intelligent human behavior." Let's start there.

Some examples of AI that we're familiar with are smart phones, smart cars, smart TVs, and your social media feeds. Facebook, for example, monitors your past behavior and then creates a customized experience for you. If you've ever received a notice from your bank about an unusual transaction on your account, that's AI watching over your money. If you buy on Amazon, you've seen their system offer up suggestions for you. More AI.

For now AI is about performing a limited range of tasks, all under human control. We like it and the money pouring into this industry will push out products and services that will change the world, while most of us cheer the advances.

We'll sit in the back seat of our car while it drives us to and from work. Our refrigerator will go online and order groceries for us. We'll have a computer chip in our business license that will log into GovGuam's computer system when it's time to renew, make the payment, and Rev & Tax will mail it out.

AI will be put in place alongside humans to help us do our work better. We'll be able to call upon it for answers to questions and to help with decisions. Whether it's assisting with blue collar or white collar tasks, AI will change the way just about everyone does business. In fact, AI is already in software being used by

some of Guam's companies. It will eventually power human resources, marketing, inventory control, and sales. Someday you might work for a robot boss that will counsel you on conflict with another worker, or give you the R2D2 version of a high-five when you do something great.

If you get face-to-face with a customer who speaks a foreign tongue, you'll pull out your phone and it will translate their words and yours, so both parties can carry on a normal conversation and transaction.

If you are in the military or have plans to join, it wouldn't hurt to learn about AI. The Pentagon is now building a Joint Artificial Intelligence Center, with the goal to automate war. Support services will fall in line with that as well, and that would have big implications for Guam.

The most hopeful area of AI for good lays in the realm of health care. In example, our smart watch will be able to monitor all of our body processes and conditions, and alert us if we need medical help.

On the potentially scary side, governments will harness AI in ways we'd probably not appreciate. There will be questions about weighing privacy and the public good.

Artificial intelligence is possibly the most compelling double-edged sword in history. It will change the world in every way imaginable, and in ways that defy imagination. Buckle up.

That's The Extra Point. Get out there and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

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